

# Q2 Patient Experience Report

Healthwatch Tower Hamlets  
July – September 2023



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## Layout of the report

This report is broken down into three key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services

GPs and Hospitals have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 2 services we receive the most feedback about. Each of these sections highlights good practice, areas of improvement and recommendations, and compares the feedback received through Healthwatch Tower Hamlets' face-to-face engagement with the online feedback collected by the Community Insights System (CIS).

This report functions as a standardised general overview of what Tower Hamlet residents have told us within the last three months. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

# Introduction

## Patient Experience Programme

Healthwatch Tower Hamlets is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear the experiences of residents and people who have used health and care services in our borough.

They tell us what is working well and what could be improved allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report in order to raise awareness about patient experience and share recommendations on how services could be improved.

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## Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals and libraries



Encouraging conversations on **social media** and gathering **online reviews**



Providing promotional materials and surveys in **accessible formats**



**Training volunteers** to support engagement across the borough allowing us to reach a wider range of people and communities

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Being independent helps people to trust our organisation and give honest feedback which they might not always share with local services.

**Between July and September 2023, we continued to develop our PEP by :**

- Finalised a patient experience report template following feedback from external partners

# Q2 Snapshot

This section provides a summary of the number of experiences we collected during July – September 2023 as well as a breakdown of positive, negative and neutral reviews per service. We analysed residents rating of their overall experience to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)

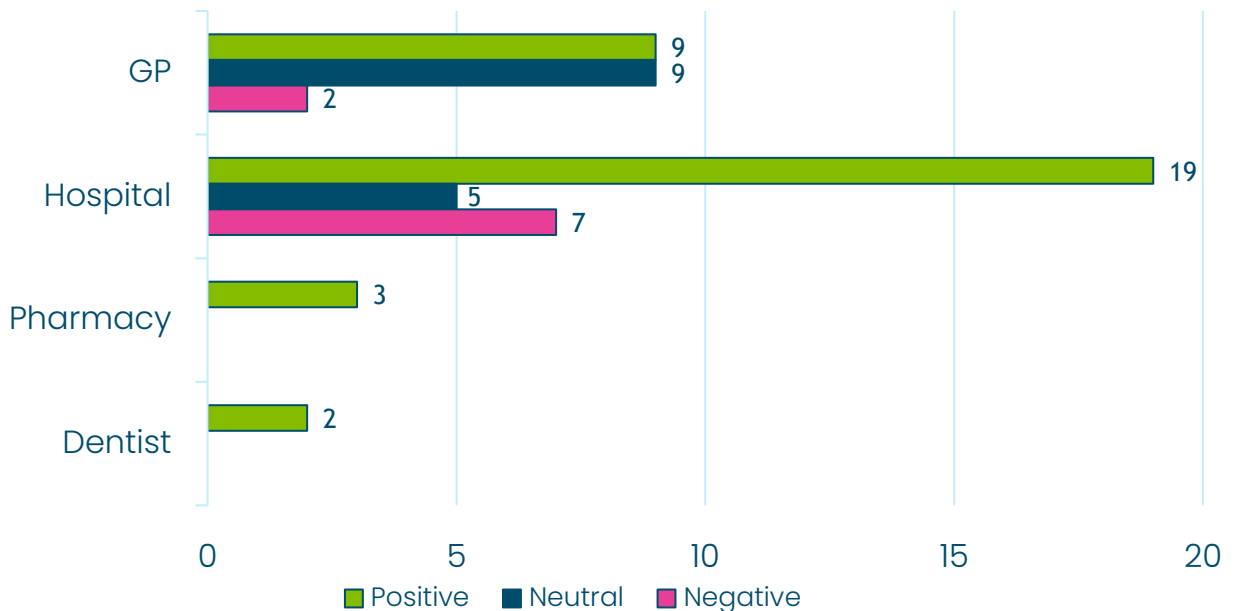


## 58 reviews

of health and care services were shared with us, helping to raise awareness of issues and improve care.

Top 4 Service Types	No of Reviews	Percentage of positive reviews
GP	20	45%
Hospital	31	61%
Pharmacy	3	100%
Dentist	2	100%

## Sentiment of Reviews



# Experiences of GP Practices



# What people told us about GP Practices

"GP is very nice and takes his time listening to the problems my aunt faces without cutting her off like some previous GPs used to do."

"When phoning the GP, there's quite a long wait before getting through to someone. I'm waiting longer than the appointment time is."

"Generally, when we are at appointments, we are treated swiftly and care is given with advice and prescribed medication."

"I suffer from reoccurring UTI and it can be difficult always having to book an appointment before to get medication for it."

# GP Services

No. of Reviews	20 (relating to 9 GP practices)
Positive	45%
Negative	10%
Neutral	45%



## Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

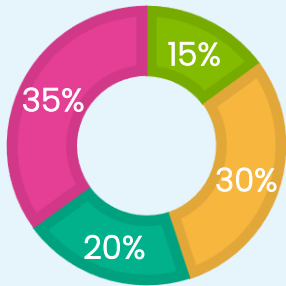
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

Participants were asked to choose between 1-5\* (Terrible – Excellent)

# Access and Quality Questions

## Q1) How do you find getting an appointment?

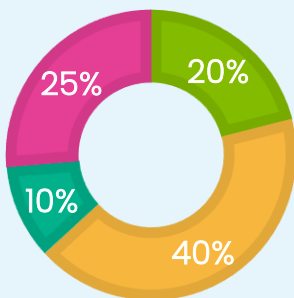
■ Very Easy      ■ Fairly Easy  
■ Not Very Easy    ■ Not At All Easy



	Q1	Q2	Q3	Q4
Very Easy	7%	15%		
Fairly Easy	39%	30%		
Not Very Easy	18%	20%		
Not At All Easy	36%	35%		
N/A	0%	0%		

## Q2) How do you find getting through to someone at your GP practice on the phone?

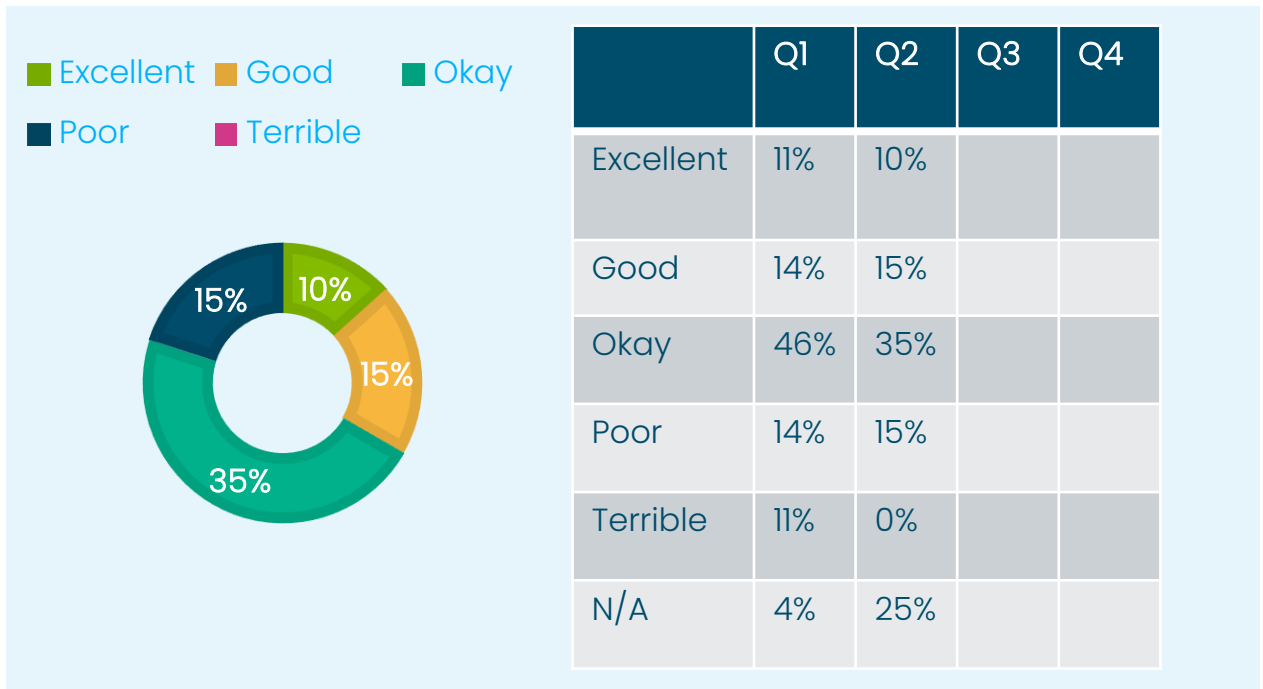
■ Very Easy      ■ Fairly Easy  
■ Not Very Easy    ■ Not At All Easy



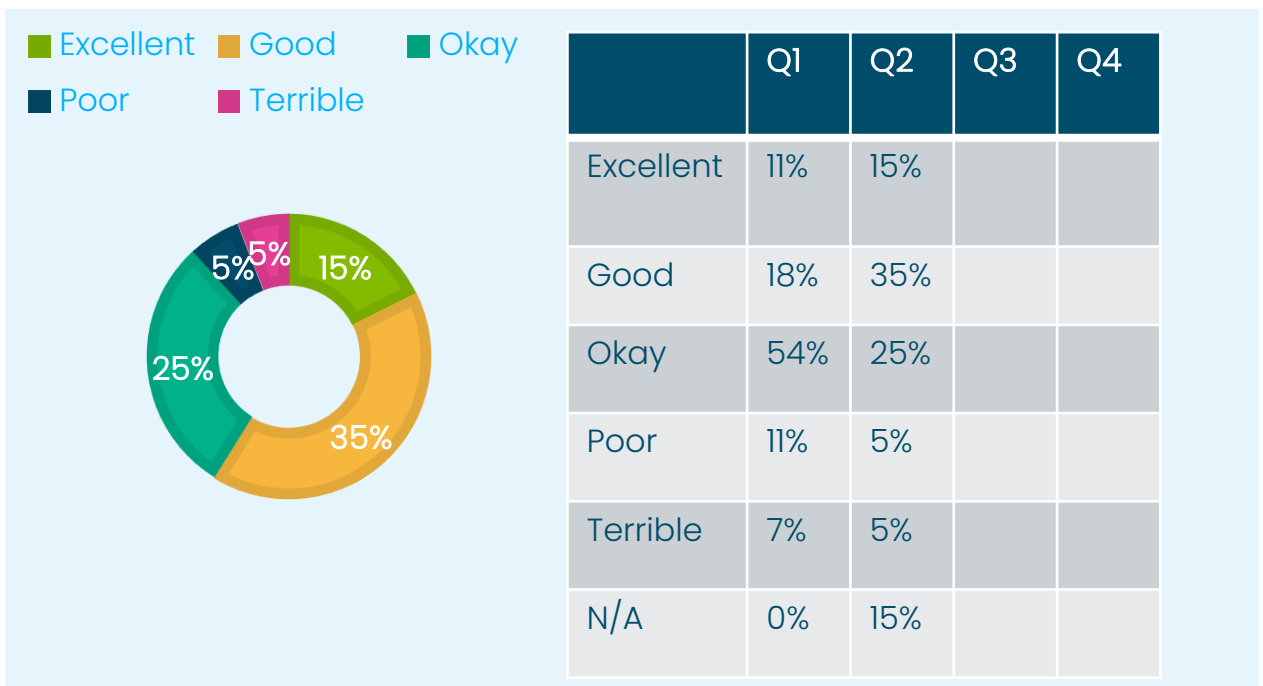
	Q1	Q2	Q3	Q4
Very Easy	7%	20%		
Fairly Easy	29%	40%		
Not Very Easy	29%	10%		
Not At All Easy	29%	25%		
N/A	7%	5%		



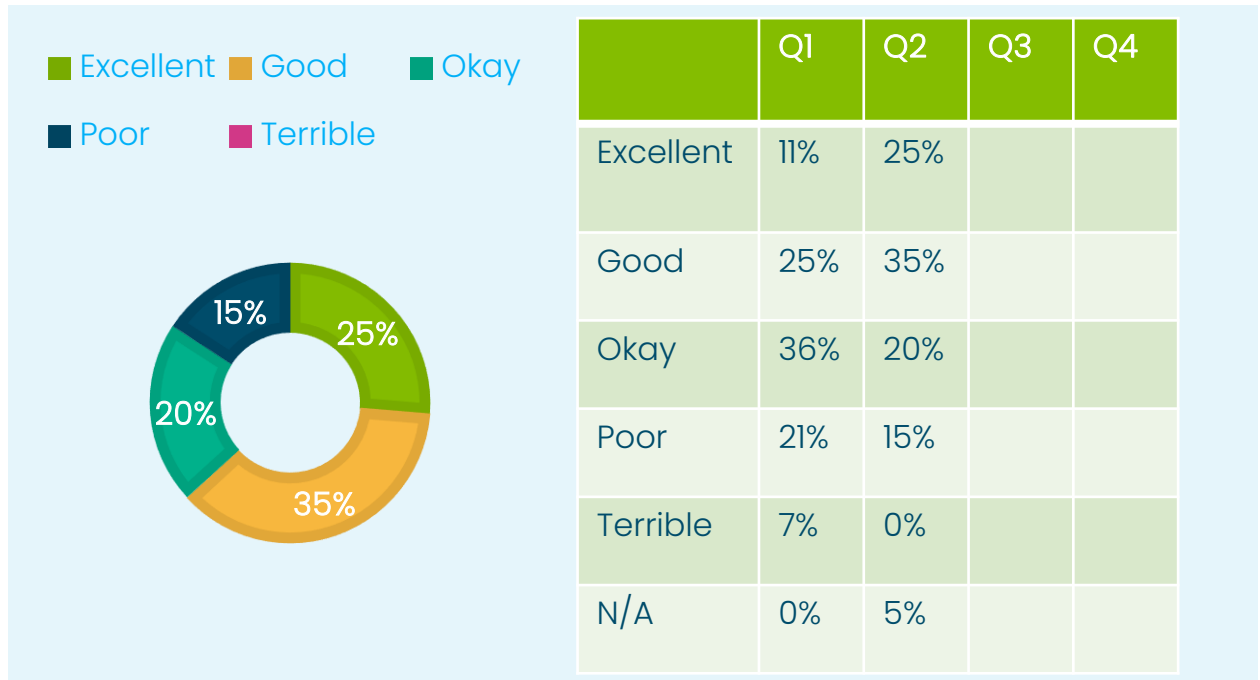
### Q3) How do you find the quality of online consultations?



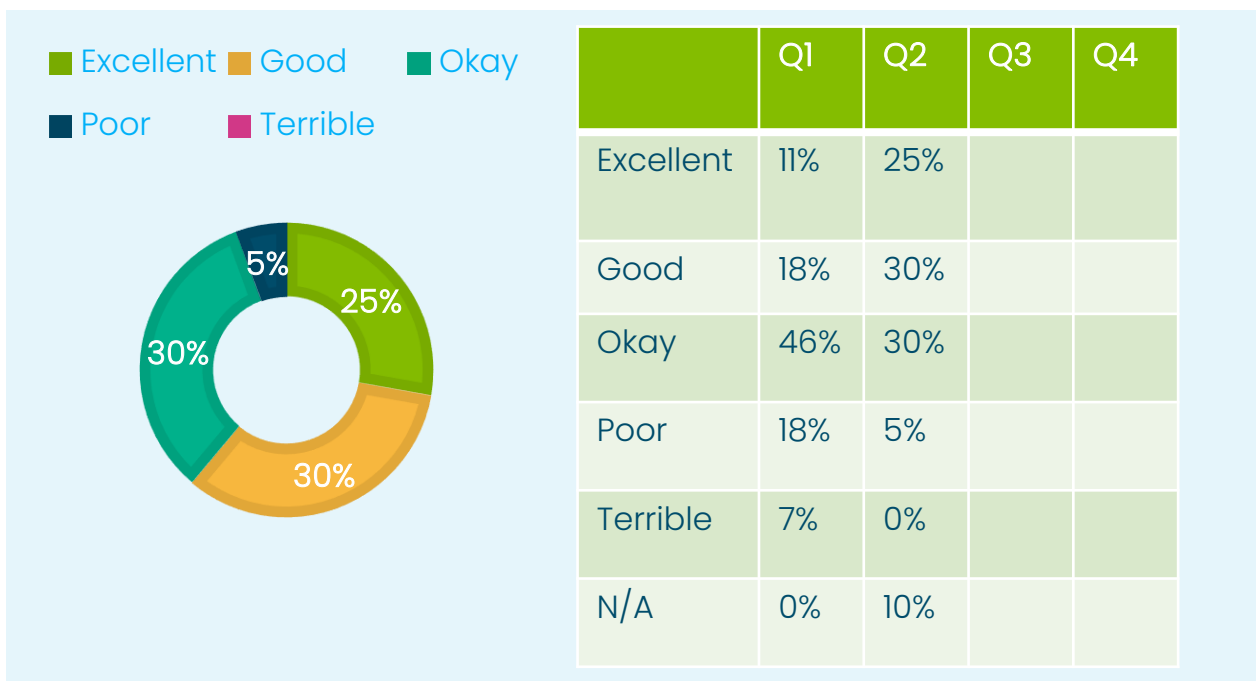
### Q4) How do you find the quality of telephone consultations?



## Q5) How did you find the attitudes of staff at the service?



## Q6) How would you rate the quality of treatment and care received?



## Thematic analysis

In addition to the access and quality quantitative questions highlighted in previous pages, we also ask two further free-text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture of GP practices.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. Typically, in this section of the report, we would show tables of the top 5 most positive and negative themes mentioned by patients in this quarter based on the free text responses received.

Due to the relatively low number of reviews collected during this quarter, only one main theme was applied to a significant number of reviews. This theme was:

- **Access** – 13 out of 14 reviews that mentioned this theme were **negative** in sentiment.

Our aim for Q3 is to increase the number of reviews collected to enable us to provide a full thematic analysis of the patient experience feedback in our Q3 report.



## What has worked well?

Below is a list of the key positive aspects relating to GP practices between July and September 2023



### Staff attitudes

63% of reviews that covered staff attitudes were positive. Residents found health professionals were kind and caring when listening to their concerns.



### Quality of treatment

61% of reviews that covered quality of treatment were positive. Residents were exceedingly pleased with the care they received from their GP practices and the results of the suggested treatment.

## What could be improved?

Below is a list of the key areas for improvement relating to GP practices between July and September 2023



### Getting an appointment

55% of reviews that covered getting an appointment were negative. Residents felt that it was very difficult to get a face-to-face appointment with a GP.



### Getting through on the telephone

37% of reviews that covered getting through on the telephone were negative with a quarter of reviews saying it was Not at all easy to get through to someone.

# Community Insights System – GP Services

Below we have summarised the feedback of GP services in Tower Hamlets collected through the Community Insights System (CIS) in Q2. The Community Insights System mostly gathers feedback from online sources such as social media, service provider websites, NHS Choices, and Google Reviews.

<b>No. of Reviews</b>	<b>300</b> (total of 1300 themes applied)
Positive	49% (of the total no. themes applied)
Negative	50% (of the total no. themes applied)
Neutral	1% (of the total no. themes applied)

Overall, the feedback collected through the CIS seems to support the findings from the feedback collected through our face-to-face Patient Experience Programme. Patients mostly commented positively on Staff Attitudes and the Quality of Treatment, while Getting an Appointment and Getting Through on the Telephone received mostly negative feedback.

Top 5 Positive Themes	Total count and % of positive reviews	Top 3 Negative Themes	Total count and % of negative reviews
Staff Attitude	167 (65%)	Booking	106 (76%)
Support	128 (68%)	Staff Attitude	88 (34%)
Quality	127 (73%)	Waiting List	86 (77%)
User Involvement	73 (70%)	Telephone	61 (88%)
Booking	32 (23%)	Support	60 (32%)

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## Recommendations

Below is a list of recommendations for GP practices in Tower Hamlets based on the findings in this section

### Getting through on the telephone

1. As per the government plan, all GP practices are to move to a digital phone system by March 2024 to enable patients to be directed to receive the right care quicker avoiding long wait times over the phone.
2. Free phone numbers for GP practices mean that patients from low-income backgrounds can call their GP practices without being charged.

### Getting an appointment

1. More patient education and raising awareness on community services and what services they offer. For example, assistance on minor ailments and access to repeat prescriptions for oral contraceptive. This will help to free up more appointments for those who need to be seen by a GP.

## Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics we found when analysing overall experience ratings (1=Terrible 5= Excellent). A full demographics breakdown can be found in the appendix.



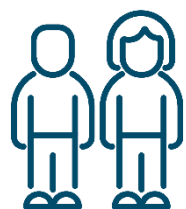
### Gender

During the last three months, women had a better experience of GPs when compared with men. 58% of women rated their experiences 4\* or higher compared to only 25% of men.



### Age

Those aged 35-44 and 45-54 were most likely to rate their overall experience 3\* or lower while residents aged 55-64 were most likely to rate it 4\* or higher.



### Ethnicity

Those from Bangladeshi backgrounds were most likely to rate their overall experience negatively with 25% rating it as 'Poor'. White British were most likely to rate their overall experience as positive with 25% saying their experience was 'Excellent'.



### Disability

Those residents who consider themselves disabled were most likely to rate their overall experience negatively with 40% rating it as 'Poor'. Residents with no disabilities were most likely to rate their overall experience as positive with 60% rating it 4\* or higher.



# Experiences of Hospital Services



# What people told us about Hospitals

"The speed which everything was done it was quick from referral to the treatment."

"Naturally, the wait times. Lack of healthy vending machines."

"Kind attention, above [and] beyond. They provide attention to each and every patient and their advice is above [and] beyond. Very satisfied."

"Long waiting period, almost waited for 8 hours to get medical attention in previous appointments."

# Hospital Services

No. of Reviews	31 (all relating to Royal London Hospital)
Positive	61%
Negative	23%
Neutral	16%



## Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

Q1) How did you find getting a referral/appointment at the hospital?

Q2) How do you find getting through to someone on the phone?

Q3) How do you find the waiting times at the hospital?

Q4) How do you find the attitudes of staff at the service?

Q5) How do you think the communication is between your hospital and GP practice?

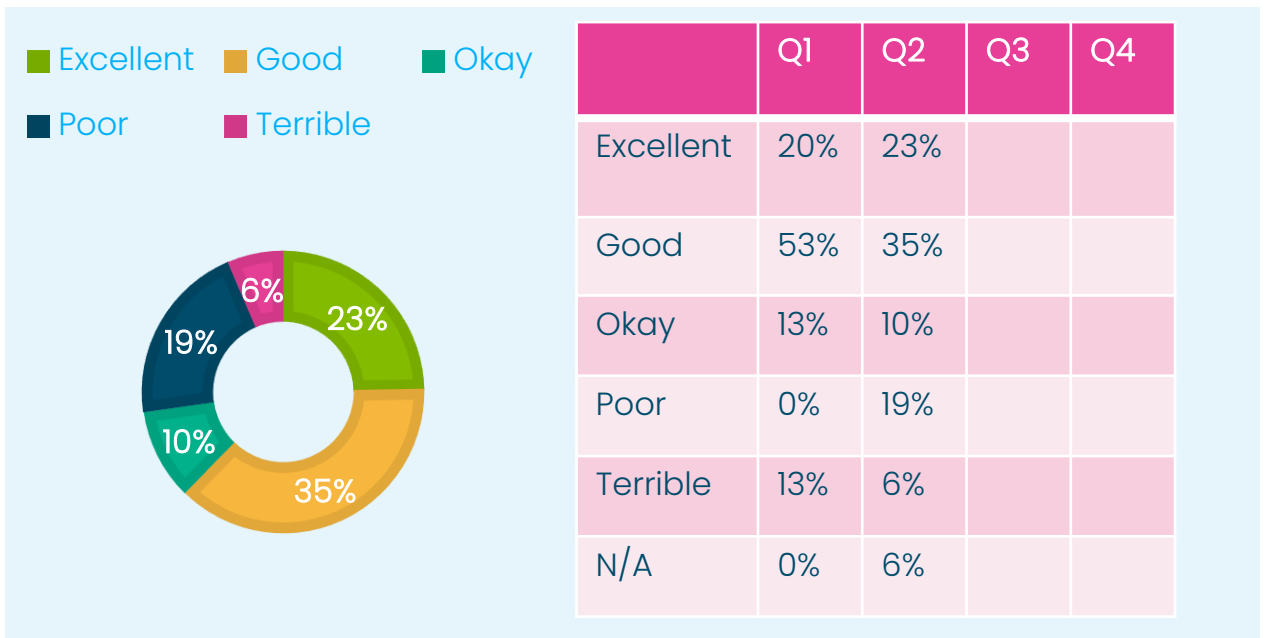
Q6) How would you rate the quality of treatment and care received?

Participants were asked to choose between 1-5\* (Terrible – Excellent) for all questions.

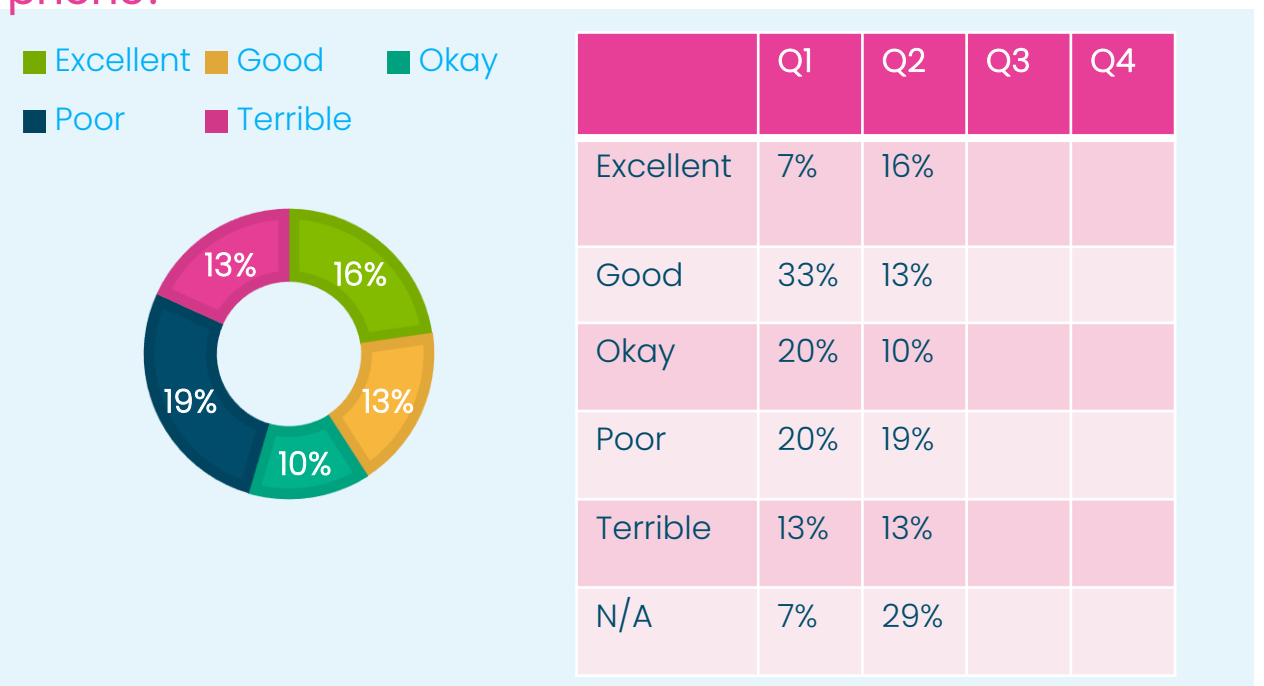


# Access and Quality Questions

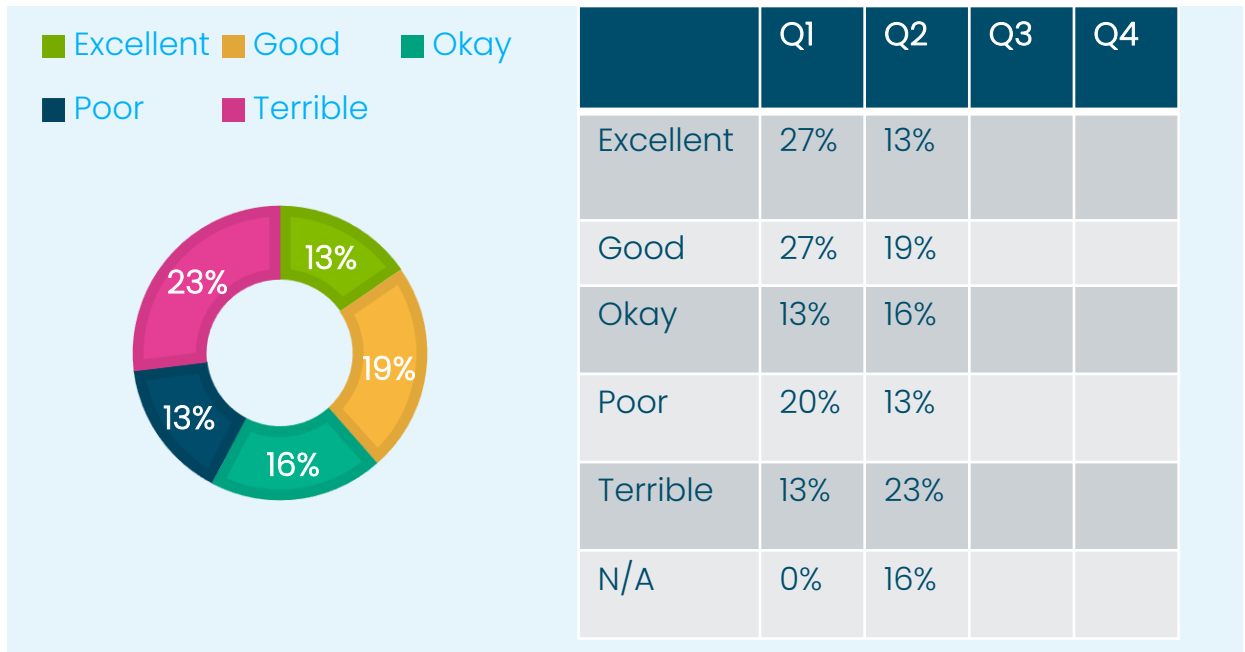
Q1) How did you find getting a referral/appointment at the hospital?



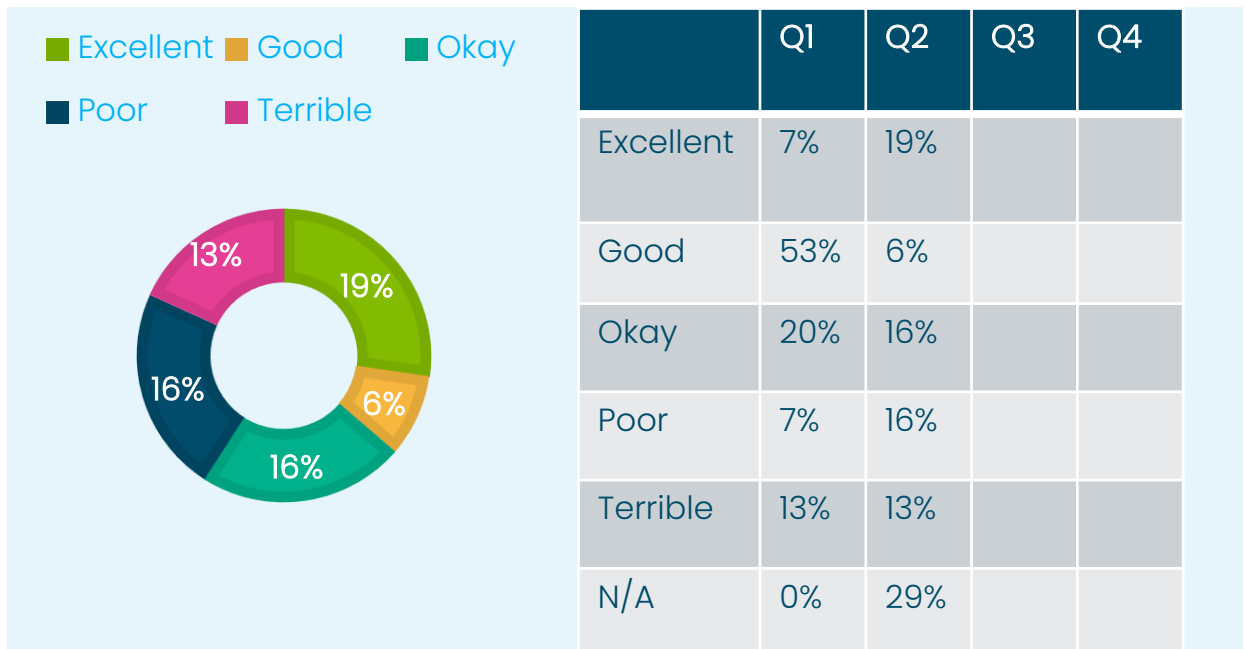
Q2) How do you find getting through to someone on the phone?



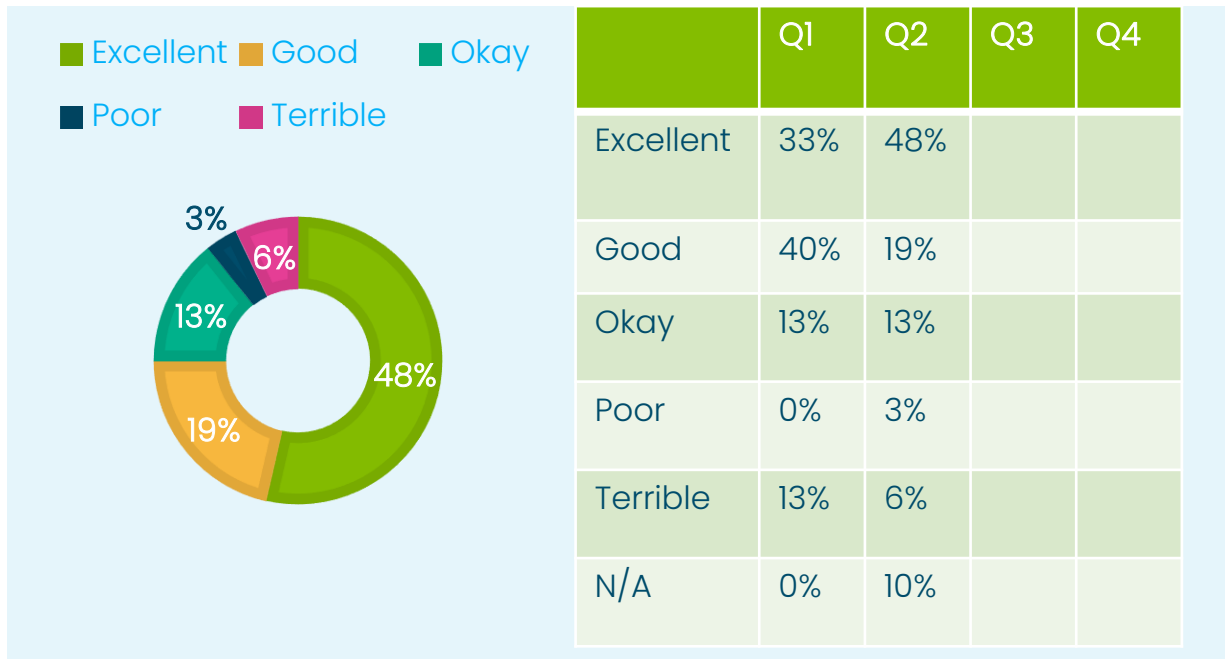
### Q3) How do you find the waiting times at the hospital?



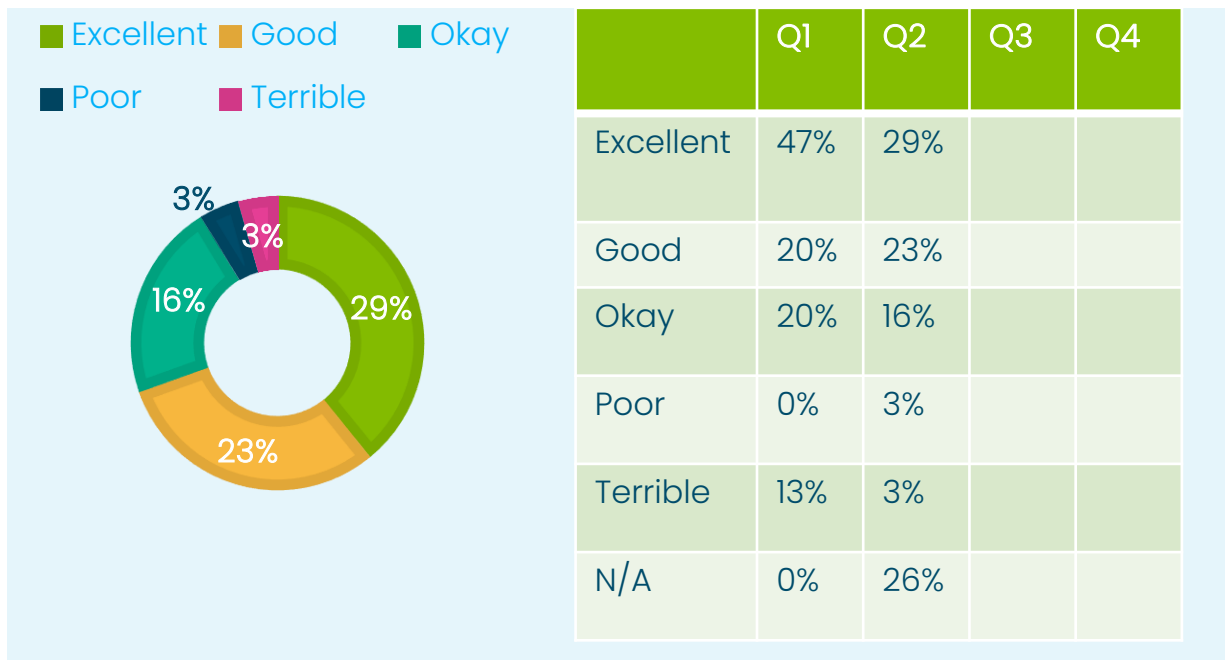
### Q4) How do you think the communication is between your hospital and GP practice?



Q5) How do you find the attitudes of staff at the service?



Q6) How would you rate the quality of treatment and care received?



## Thematic analysis

In addition to the access and quality quantitative questions highlighted in previous pages, we also ask two further free-text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture of GP practices.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. Typically, in this section of the report, we would show tables of the top 5 most positive and negative themes mentioned by patients in this quarter based on the free text responses received.

Due to the relatively low number of reviews collected during this quarter, there were only two main themes that were applied to a significant number of reviews. These themes were:

- **Access** – all reviews (12) that mentioned this theme were **negative** in sentiment.
- **Staff** – 7 out of 9 reviews that mentioned this theme were **positive** in sentiment.

Our aim for Q3 is to increase the number of reviews collected to enable us to provide a full thematic analysis of the patient experience feedback in our Q3 report.



## What has worked well?

Below is a list of the key positive aspects relating Hospital services between July and September 2023



### Staff attitudes

67% of reviews that covered staff attitudes were positive. Residents found health professionals were friendly, supportive, and “always professional”.



### Getting a referral/appointment at the hospital

58% of reviews that covered getting a referral/appointment at the hospital were positive. Residents mentioned having received an appointment quickly after being referred by another healthcare professional.



## What could be improved?

Below is a list of the key areas for improvement relating to Hospital services between July and September 2023



### Waiting times at the hospital

39% of reviews that covered waiting times at the hospital were negative. Patients we spoke with mentioned having to wait up to 8 hours to be seen.



### Getting through on the telephone

31% of reviews that covered getting through on the telephone were negative. Patients told us that it was difficult to get through to the main phone line.

# Community Insights System - Hospital Services

Below we have summarised the feedback of Hospital services in Tower Hamlets collected through the Community Insights System (CIS) in Q2. The Community Insights System mostly gathers feedback from online sources such as social media, service provider websites, NHS Choices, and Google Reviews.

<b>No. of Reviews</b>	<b>73</b> (total of 312 themes applied)
Positive	48% (of the total no. themes applied)
Negative	52% (of the total no. themes applied)
Neutral	0% (of the total no. themes applied)

Overall, the feedback collected through the CIS seems to support the findings from the feedback collected through our face-to-face Patient Experience Programme. Patients mostly commented positively on Staff Attitudes and the Quality of Treatment, while Waiting Times were clearly the biggest issue that patients mentioned.

Top 5 Positive Themes	Total count and % of positive reviews	Top 3 Negative Themes	Total count and % of negative reviews
Staff Attitude	36 (63%)	Timing	22 (81%)
Quality	33 (61%)	Staff Attitude	21 (37%)
Support	30 (59%)	Quality	21 (39%)
User Involvement	18 (70%)	Support	21 (41%)
Advice/Information	8 (50%)	User Involvement	14 (44%)

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## Recommendations

Below is a list of recommendations for hospitals in Tower Hamlets based on the findings in this section

### Getting through on the telephone

1. Consider moving to a digital phone system to enable patients to be directed to receive the right care quicker avoiding long wait times over the phone.
2. Free phone number for the hospital would mean that patients from low-income backgrounds can call without being charged.

### Waiting times at the hospital

1. Manage patient expectations by being upfront about the current waiting times for appointments.
2. Keeping patients informed of waiting times and any potential delays on arrival.

## Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics we found when analysing overall experience ratings (1=Terrible 5= Excellent). A full demographics breakdown can be found in the appendix.



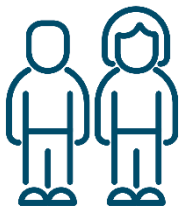
### Gender

During the last three months, men had a slightly better experience of hospital services when compared with women. 67% of women rated their experiences 4\* or higher compared to 56% of men.



### Age

Those aged 35-44 and 45-54 with 67 % of respondents from each age group rating their overall experience 3\* or lower while residents aged 85 or older were most likely to rate it 5\*.



### Ethnicity

100% of people from White British backgrounds rated their overall experience 3\* or higher. People from Any other and Any other Mixed/Multiple backgrounds were most likely to rate their overall experience as 2\* or lower.



### Disability

33% of residents who consider themselves disabled were rated their overall experience negatively as 'Poor' or 'Terrible' compared to 13% of residents with no reported disabilities.

# Appendix



# Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	24%	14
Woman (including trans woman)	57%	33
Non- binary		
Other		
Prefer not to say		
Not provided	19%	11
<b>Total</b>	<b>100%</b>	<b>58</b>

Age	Percentage %	No of Reviews
Under 18	5%	3
18-24	9%	5
25-34	10%	6
35-44	9%	5
45-54	14%	8
55-64	14%	8
65-74	9%	5
75-84	3%	2
85+	3%	2
Prefer not to say		
Not provided	24%	14
<b>Total</b>	<b>100%</b>	<b>58</b>

Ethnicity	Percentage %	No of Reviews
Asian – Asian British	5%	3
Asian – Bangladeshi	17%	10
Asian – Pakistani	2%	1
Black – African	3%	2
Black – Black British	3%	2
Black – Caribbean	12%	7
Mixed – Any other Mixed / Multiple ethnic groups	3%	2
Other – Any other ethnicity	3%	2
Other – Arab	3%	2
White – Any other white background	3%	2
White – British / English / Northern Irish / Scottish / Welsh	19%	11
Not provided	24%	14
<b>Total</b>	<b>100%</b>	<b>58</b>

Disability	Percentage %	No of Reviews
Yes	24%	14
No	48%	28
Prefer not to say		
Not provided	28%	16
<b>Total</b>	<b>100%</b>	<b>58</b>

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	28%	16
No	25	43%
Prefer not to say		
Not provided	29%	17
<b>Total</b>	<b>100%</b>	<b>58</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual		
Bisexual	2%	1
Gay Man		
Heterosexual/ Straight	64%	37
Lesbian / Gay woman		
Pansexual		
Prefer not to say	2%	1
Not provided	33%	19
<b>Total</b>	<b>100%</b>	<b>58</b>

Religion	Percentage %	No of Reviews
Buddhist		
Christian	29%	17
Hindu		
Jewish		
Muslim	22%	13
Sikh		
Spiritualism		
Agnostic		
No religion	9%	5
Prefer not to say		
Other religion	5%	3
Not provided	34%	20
<b>Total</b>	<b>100%</b>	<b>58</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant		
Currently breastfeeding	2%	1
Given birth in the last 26 weeks		
No	17%	10
Prefer not to say		
Not relevant	41%	24
Not provided	40%	23
<b>Total</b>	<b>100%</b>	<b>58</b>

# Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only		
Not in employment & Unable to work	5%	3
Not in Employment/ not actively seeking work - retired	14%	8
Not in Employment (seeking work)	10%	6
Not in Employment (Student)	9%	5
On maternity leave		
Paid: 16 or more hours/week	21%	12
Paid: Less than 16 hours/week	3%	2
Prefer not to say	5%	3
Not provided	33%	19
<b>Total</b>	<b>100%</b>	<b>58</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	3%	2
No	55%	32
Prefer not to say		
Not provided	41%	24
<b>Total</b>	<b>100%</b>	<b>58</b>

Area of the borough	Percentage %	No of Reviews
Bethnal Green ward	12%	7
Limehouse ward	2%	1
Mile end ward	9%	5
St. Dunstan's ward	3%	2
Stepney Green ward	7%	4
Not provided	67%	39
<b>Total</b>	<b>100%</b>	<b>58</b>





# healthwatch

## Tower Hamlets

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